

The Community Servant

NEWSLETTER OF THE GRADUATE PROGRAM IN PUBLIC ADMINISTRATION



Fall

2006

FROM THE DIRECTORS' DESKS

Greetings! We hope you'll enjoy the various updates and information contained in this Newsletter, and that you'll share in our enthusiasm over the growth and cohesiveness of the Program's community.

The following two columns were presentations made by faculty at the Spring Reception. They were so well received that we decided to put them into the Newsletter.

Karl Nollenberger – Academic Director

Rich Bonaccorsi – Program Director

PROFESSIONALISM IN THE PUBLIC SECTOR

By Roland Calia

What does professionalism in the public sector require? Basically, it requires public managers to strive for the highest levels of both ethical practice and competence. I think it is particularly true in these times when the news is awash in tales of corruption and incompetence at all levels of government - local, state and federal - that we take a minute and remind ourselves that public managers have a fiduciary responsibility not to individuals or groups or even ideologies but rather to citizens, to the public they serve. It is a prerequisite, not an afterthought for public managers to adhere to high standards of legal, moral and professional standards of conduct, to exhibit professional integrity in regard to issuing and managing information and in their professional relationships with each other as well as the public.

And, while adhering to ethical standards of conduct might seem to be obvious, what about the issue of competence? I think everyone would agree that public employees should be competent, what does that really mean? Actually it means a lot more than it used to. **(continued on page 4)**

NONPROFITS TOUCH MOST EVERYONE

By Patrick Bayard

Chances are, you or someone you love has come into contact with a nonprofit organization in some way. You may not even realize it, but nonprofit organizations are a critical part of the fabric of our communities. Nonprofits provide access to the arts, protect the environment, feed the hungry, assist the disabled in finding meaningful employment, provide affordable mental health services, teach the illiterate to read and provide quality child care for working parents. The many ways that nonprofit organizations impact each and every citizen is vast, but each of our lives is better because of the social and economic role that nonprofit organizations play in our communities. You may have been in contact with a nonprofit if you have ever:

- received a blood transfusion;
- participated in an organized sports program;
- attended a production at a community theater;
- adopted a pet from an animal shelter;
- been to a church, synagogue or other house of worship; or
- attended a university.

WHAT DO THEY ADD TO SOCIETY

- Nonprofits are important because they address deficiencies inherent in markets and government. Nonprofits are engines of community life in every

(continued on page 5)

RECENT IIT MPA GRADUATES

IIT's Graduate Program in Public Administration is proud to recognize the following students who have successfully completed the requirements for the MPA degree and graduated during the Spring and Summer of 2006 academic terms.

SPRING & SUMMER 2006 GRADUATES

Joseph Hart	Human Resource Generalist, InterPark
Abbey Jennings	ESL Instructor, The TEFL Institute
Amanda Kastern	Associate Director of Financial Aid, Ross University, Edison, NJ
Steven Mason	College Access Specialist, Marin Education Fund, San Rafael, CA
Barry McLaughlin	Special Agent in Charge, U.S. HUD - Office of Inspector General
John Norton	Deputy Village Manager/Finance Director, Village of Westchester
Tannis Williamson	Gift Advisor, Salvation Army

CONGRATULATIONS AND BEST WISHES TO OUR MPA GRADUATES!

SUCCESSFUL SPRING RECEPTION

The Spring 2006 MPA Program Reception was held on April 26th at the Downtown Campus and proved to be a success. The reception provided an opportunity for around 150 students, faculty and alumni of the MPA Program to socialize and hear a presentation by Roland Calia and Patrick Bayard who both teach in the MPA Program. Their presentations were so well received that they are published in this edition of the Fall Newsletter on the front page!.

ALUMNI FEEDBACK AND RECRUITING MPA STUDENTS

The MPA Program is always looking for ways to improve our programs and provide more relevant training for public administration professionals. Your feedback would be greatly appreciated. A survey to alumni will be mailed in the next few months to solicit this feedback. As an alternative, please feel free to contact Karl Nollenberger, Academic Director, on ideas for improvements at 312-906-5196 or nollenberger@iit.edu

The MPA Program seeks qualified MPA candidates on a regular basis and encourages you to promote our program! It would be helpful if you could pass along information about our program to the appropriate office at your workplace so that it could be shared. We would be pleased to mail program information to you or the office that you designate. Just contact Larry Ruffolo, Assistant Director, at 312-906-5197 or ruffolo@iit.edu. If you know a person interested in our program, please have them contact the MPA Program office.

ALUMNI NEWS

Michael Dejanovich (Spring 94) was elected President of the Chicago Police Sergeants' Association (with a membership of 1,300 Chicago Police Sergeants) in December 2005 and has been working full-time for the union.

Myetie Hamilton (Fall 03) has been working since October 2005 as the Regional Controller in the Business Service Center in Cluster 2 for the Chicago Public Schools and recently was a guest speaker for a class session this past Summer 2006 semester in PA 539 Local Government Management.

Amanda Kastern (Spring 06) recently moved to Piscataway, NJ, and has taken a position as Associate Director of Financial Aid at Ross University in Edison, NJ, a school for medical and veterinary students.

Kerry Lofton (Spring 05) recently took a position as Senior Policy Advisor in the Office of Lt. Governor Pat Quinn in Chicago. She reports being extremely busy and excited to be working on numerous policy projects.

Steven Mason (Spring 06) recently moved to Novato, CA, to accept a position as College Access Specialist with the Marin Education Fund in San Rafael, CA.

Jack Norton (Spring 06) was recently appointed Deputy Village Manager of Westchester and is concurrently serving as Finance Director.

Stacy Sigman (Spring 05) was promoted to the City Manager position in Northfield, IL. Northfield is a city of 5577 population in the Chicago metropolitan area.

Dereck Starks (Spring 98) is currently employed with the U.S. Department of Homeland Security as a Federal Security Director with the Transportation Security Administration (TSA), based out of Spokane International Airport in Spokane, Washington, after having served as Deputy Assistant Federal Security Director at Chicago O'Hare Airport in 2004 and before that as Sergeant in the Chicago Police Department for many years. In his position, Dereck oversees all TSA related operations relating to federal security screening of passengers, baggage and cargo, regulatory inspections, TSA federal law enforcement activity

and related administrative / operations support within his region. It was just recently announced that he has been appointed as the new Federal Security Director at Midway International Airport in Chicago; and Dereck will be relocating back to this area in the very near future.

NEW STUDENTS

We welcome new students for the Fall of 2006! The following students have been admitted to the MPA Program:

Ellen Adams	Team Leader, Thresholds Psychiatric & Rehabilitation Centers
Carisa Boatman	Supervising Clerk, City of Chicago Police Board
Staci Burton	Vocational Counselor, Epilepsy Foundation of Greater Chicago
Rocco De Salvo	
Gekia Floyd	Medical Records Clerk, Rush University Medical Center
Tatiana Garrett	Education Manager, Lincoln Park Zoo
Magdalena Garrison	Police Officer, Chicago Police Department
David Grieco	
John Kaporis	Police Officer, Chicago Police Department
Mario Limon	Police Officer, Chicago Police Department
Meng Xia	
Paul Moritz	Contractor, Seyforth Shaw
Joanetta Morton	Administrative Assistant, Metropolitan Water Reclamation District
Tanya Noble	Police Officer, Evanston Police Department
Amy Okonski	
Angela Roberts	Assoc. Director of Financial Aid Office, IIT
James Rogers	Administrator, Human Resources Development Institute, Inc.
Deneen Sanders	Senior Paralegal, GE Corp.
Kirk Anne Taylor	Conservation Program Manager, The Field Museum
David Van Vooren	Director of Public Works, City of Naperville
Elizabeth Weinmann	Personal Banker, Citibank
Michael Williams	Systems Specialist, Tribune Co.

WE ALSO EXTEND A WARM WELCOME TO THE 30 ZHEJIANG AND 23 LIAONING CHINESE STUDENTS ADMITTED FOR A FULL-YEAR MPA DEGREE PROGRAM!

THE MPA PROGRAM WELCOMES NEW STAFF

The MPA program is pleased to welcome two new staff: **Xu Sijia** and **Ricardo Gonzalez**:

Xu Sijia is a recent graduate (Summer 06) of the one-year full-time Chinese MPA program and is now serving as MPA China Programs Assistant, where he helps to coordinate all aspects of the public administration program for the two Chinese cohort groups enrolled in the program for the 2006-2007 year.

Prior to coming to IIT from his hometown of Beijing, China, Sijia had received his Bachelor Degree in English Language and Culture from Beijing Foreign Studies University. He then worked as a News Assistant and Bureau Coordinator for the Associated Press Beijing Agency for 3 years and as a Project Manager for two different internet and E-commerce industries in Beijing for 5 years.

Ricardo Gonzalez is an undergraduate student of Political Science at IIT and is working part-time for the MPA program as Marketing Program Coordinator.

Since coming to IIT from Juarez, Mexico, he has been highly involved in on-campus organizations such as his fraternity, Delta Tau Delta, where he served in many different positions including President, Vice President, and Public Relations chair, as well as Greek Council, the Student Government Association, and other social and political groups.

PLEASE JOIN US IN WELCOMING THEM!

FACULTY AND STAFF NEWS

Roland Calia, an adjunct in the MPA Program for the past few years, has been appointed a Visiting Professor in the IIT – MPA Program for the 2006-07 academic year. Roland will continue to be the instructor for the Public Finance course and is also teaching the Introduction to Public Finance course for the Chinese cohorts. He will teach a new course entitled Comparative Public Administration in the Spring of 2007.

Patrick Blanchard joined the MPA Faculty in the summer of 2006 teaching Public Administrative Law. Patrick is an Assistant State's Attorney in Cook County.

William Rattner also joined the MPA Faculty in the summer of 2006 teaching Law and the Nonprofit Sector. William is the Executive Director of Lawyers for the Creative Arts.

Terri Gendel joined the MPA Faculty in fall of 2006 teaching Nonprofits and the Public Sector. Terri is the Director of Benefits and Advocacy at the Suburban Area Agency on Aging, also known as Age Options.

Ron Zitlow joined the MPA Faculty in the fall of 2006 teaching Public Personnel Administration for the Chinese cohorts. Ron is retired from Square D Company and a former official in the City of Chicago Personnel Department.

A number of Adjunct professors have played critical roles in the planning and implementation of various short training programs. Harriet McCullough, Bill Disselhorst, Bill Markle, Jennifer Lin, Ron Zitlow, among other fulltime faculty have been an invaluable asset for these programs.

PROFESSIONALISM IN THE PUBLIC SECTOR

(Continued from page 1 - Calia)

The role of government traditionally has been simple stewardship. That is making sure that public monies are spent legally and appropriately. Delivering basic services year in and year out. Focusing on the short-term. Not worrying about what the implications of policies adopted today will be in 3 or 4 or 10 years from now. But, the world has changed dramatically for several important reasons.

Governments today face ever tighter fiscal constraints as a result of the ongoing taxpayer revolt kicked off by Proposition 13 in California nearly three decades ago. That revolt shows no signs of abating. Nor does the public cynicism about government that led to the revolt in the first place.

The rapid integration of regional and world economies means that governments no longer have the luxury of conducting their business in splendid isolation from one another. An economic decision made another hemisphere now can have a major impact on the well being of a village in Illinois. Governments have to take these new realities into account and think and act strategically. The policies they enact today can have devastating impacts tomorrow. Planning is no longer optional, but imperative.

In large part because of the two trends I just mentioned – economic integration and public cynicism – citizens increasingly demands greater accountability from their governments. Citizens want measurable results for services and programs. And they want government to prepare them for the uncertain economic future ahead and protect them from its potentially negative consequences. And they want all of this for less.

Finally, governments today function in a world driven by rapid technological change. While the public sector often lags behind the private sector in utilizing new technologies, it is certainly not immune from the need to adapt to those changes.

A result of all of these broad trends, the business of government is more complex than ever. The public sector, like it or not, has to fundamentally change how it operates. And governments are responding to the pressures I just outlined in three important ways:

There is an increasing emphasis on long range planning and policy. Governments are moving toward a focus on strategic planning, even creating formal multi year financial plans. They're adopting written financial policies to guide their operations and implementing priority setting systems to provide a more objective, defensible basis for resource allocations. In other words, governments are beginning to think through what the monetary and service delivery implications of actions they take today will be tomorrow or 3-5 years from now – they're beginning to think and act strategically.

Second, there is an emphasis on measuring and evaluating performance of programs and services to determine if those programs and services are being delivered efficiently and effectively. This is, of course, being accomplished by means of implementing performance measurement and management techniques

Third, there is a growing focus on process re-engineering, that is introducing private sector innovation and business practices into the management of public programs. Practically speaking, this can mean undertaking a wide variety of programs and policies, everything from utilizing cost benefit analysis to alternative service delivery to greater transparency in public documents to more stakeholder involvement in decision making.

So what are the implications of all of this for a public sector employee or manager? Well, more is being expected of you. Now more than ever public employees and managers must acquire ever more sophisticated skill sets. In short, the bar of competence has been raised extremely high.

The public employee of today has to be far more technologically savvy, more financially literate, more strategically oriented, more flexible, more aware of the world outside his or her immediate work environment than the public employee of a half century ago.

All of this makes the education and the skills, qualitative and quantitative, acquired through programs such as the IIT MPA program all the more important for ultimate success in the public workplace. A program such as this, which provides students with exposure to public administration theory, best practices, new skills and the benefit of the knowledge and practical experience of a faculty comprised of top practitioners in their fields, is a key component in giving all of you, a new generation of public managers, the tools you need to adapt to this rapidly changing world.

So, in closing, I would like to reiterate - professionalism in the public sector today does require a lot more from all of us. Public employees must continue to adhere to ethical standards. But, the bar of competence is much higher than it has ever been. However, I think it is fair to say that the faculty and leadership of this program stand ready to help all of you achieve success in this new world and make it over that bar. Thank you.

NONPROFITS TOUCH MOST EVERYONE

(Continued from page 1 - Bayard)

U.S. city and town. They take care of the needs of society left out by other institutions.

- Equally as important is that the nonprofit sector is an expression of how we live, what we value, where we turn for pleasure and where we turn for needed assistance.
- Nonprofits are a critical part of the engine that makes democracy work. Our public perception and expectation is that the work nonprofits do is important to society and that they are in the business of providing public goods for reasons other than personal financial gain.
- Nonprofits are about improving people's lives, as well as improving the communities in which we live. By connecting people, inspiring altruism and giving voice to local and far-reaching concerns, nonprofit organizations bind communities together.
- Nonprofits benefit us in ways that cannot always be quantified, but these organizations are tools for community building and are essential in improving the quality of life in our society.
- Nonprofit organizations provide us with the opportunity to apply entrepreneurship, compassion, and practicality in fulfilling social responsibilities.

SOME STATISTICS

There are some other very tangible ways nonprofits impact our communities.

- There are more than 1.6 million nonprofits in the United States.
- The nonprofit sector generates annual funds of over \$600 billion or over 8 percent of the nation's economy. The nonprofit economy in the US, if it were a country, would be the seventh largest economy in the world.
- Estimated charitable giving reached \$248.52 billion for 2004, a new record for philanthropic giving in the United States. A testament to the commitment that people have for the nonprofit sector.
- The nonprofit sector employs more than 10 million full- and part-time employees and utilizes an additional 5.5 million volunteers as full-time employee equivalents

HOW NONPROFITS CAN CONTINUE TO PLAY A MAJOR ROLE IN SOCIETY

Alexis de Tocqueville a French political thinker and historian who had an admiration for nonprofit organizations which he termed "associations" once wrote: *"The health of a democratic society may be measured by the quality of functions performed by private citizens"*

Ultimately nonprofit organizations represent private citizens committed to making their communities a better place. While much attention is given to the condition of business and government, we should be mindful of the nonprofit sector to ensure it remains a valuable part of our society. But it should not be forgotten that nonprofit organizations fill a critical role as a third and independent sector. To close I want to encourage you to work toward supporting nonprofits and as we pursue careers in public service let us remember to:

- be proud of and celebrate our tradition of supporting the non-profit sector;
- encourage the independence of the nonprofit sector which is what sets it apart from government and business; and
- reinforce the civic values that draw people to the sector and sway them to voluntarily support important causes.

With that I thank you for your time.

NEW COURSES FOR SPRING 2007

There will be one new course offered this spring in the MPA Program.

PA 511 Comparative Public Administration – The course will offer an introduction to comparative analysis of public administration in selected nations including Great Britain, France, Japan, China and major non-governmental organizations such as the European Union and the United Nations. The nations and organizations will be compared to each other and to the United States.

NEW MPA WEBSITE

Please check out our newly enhanced MPA Program website at www.mpa.iit.edu. Recently, we have added information on our new specializations and certificate programs, course schedules, updated admission requirements and many other pages. In addition, we also post all important announcements on the main page of our website. Feel free to check on a regular basis for important deadlines and announcements. We would appreciate your feedback about our website and suggestions of possible improvements.

MPA PROGRAM OFFICE HOURS AND CONTACT INFORMATION

The MPA Program Office in Room 659 of the IIT Downtown Campus (565 W. Adams St., Chicago) is open on Monday through Friday 10:00 a.m.-6:00 p.m. Most forms and information you might need are available there. Textbooks are sold through the Bookstore on the Concourse level.

MPA Program Office 312-906-5198
Fax 312-906-5199
Email mpa@iit.edu

Richard Bonaccorsi, Program Director 312-906-5194
bonaccorsi@iit.edu

Karl Nollenberger, Academic Director 312-906-5196
nollenberger@iit.edu

Scott Peters, Professor 312-567-5130
peters@iit.edu

Larry Ruffolo, Assistant Director 312-906-5197
ruffolo@iit.edu

**Ullica Segerstrale, Chair,
Social Sciences Department** 312-567-5134
segerstrale@iit.edu

Ricardo Gonzalez, Student Assistant 312-906-5198
mpa@iit.edu

Sijia Xu, China Programs Assistant 312-906-5198
mpa@iit.edu

FALL 2006 RECEPTION

NOVEMBER 9TH

5:00 – 6:30 PM

10TH FLOOR EVENT ROOM

The Fall 2006 Reception for alumni, students, faculty, and interested parties will be held from 5:00 - 6:30pm on Thursday, November 9th in the 10th floor Event Room of the Downtown Campus Building (565 W. Adams St., Chicago). An IIT alumnus, Roger Marz, who studied public administration here under Herbert Simon will present at the Reception. Roger taught Political Science and Public Administration for many years at Oakland University in Rochester, Michigan

We encourage you to invite any colleagues interested in public administration and any prospective students. If planning to attend, please RSVP online at <http://www.mpa.iit.edu/events/reception/rsvp.html> or to Larry Ruffolo, Assistant Director, at 312-906-5197 or ruffolo@iit.edu.